

**Iowa Department of Revenue and Finance
Legislative Overview
January 28, 2003**

Don Cooper, Interim Director

Mission:

- Providing comprehensive and timely education and enforcement programs to collect all taxes due which any person may be required to pay, but no more.
- Conducting the Iowa Lottery in a dignified, cost-effective manner.
- Managing the State's financial resources effectively and providing an accurate, understandable annual report of Iowa's fiscal condition.

Goals:

- We will seek to improve the voluntary compliance with Iowa's tax system.
- We will systematically improve our methods of processing tax returns and payments and managing tax revenues so that these transactions will become more timely, accurate and cost-effective.
- We will utilize the best available financial and information management tools to improve the operation of the state's accounting and payroll systems.
- We will enhance our statewide collection services as an integral part of the department's overall compliance efforts.
- We will administer the Iowa Lottery to produce maximum amount of net revenues in a manner that maintains the dignity of the state and general welfare of the people.
- We will improve the department's program evaluation efforts through careful, rigorous use of data to analyze performance and measure results.

- We will provide an environment supporting department operations through continuing employee development programs and coordination of technology initiatives while aligning these efforts with budgetary planning.

Strategies:

- ❑ Meet the education and communication needs of our customers.
- ❑ Enhance office exam and field audit compliance programs and processes.
- ❑ Expand the development of e-service transactions and applications as it relates to filing and processing of tax information.
- ❑ Improve assessment processes to provide timely and accurate services to our customers in local government, and to provide a fair and equitable property tax program to Iowa taxpayers.
- ❑ Integrate financial, human resource / payroll, fixed assets, procurement, logistics, customer relationship management and other functions within the organization to enable the enterprise-wide management of resources (I/3 project).
- ❑ Ensure that people who owe money to the state participate in the offset program.
- ❑ Provide competitive collection services to all state agencies.
- ❑ Develop and operate Lottery games that provide Iowans with fun and entertainment

FOR ADDITIONAL INFORMATION ABOUT US

Current Activities/Issues in Revenue and Finance

Electronic Filing

- ❑ Iowa was #1 in % of income tax returns filed electronically
- ❑ Nearly 50% of income tax returns are filed electronically
- ❑ Projections of 30% increase in Income E-filing this season.
- ❑ Refunds filed electronically are received within two weeks. Error free paper filers receive refunds in up to 12 weeks.

Streamlined Sales Tax Project

- ❑ National effort to bring uniformity and simplicity to state sales tax systems.
- ❑ Collection of sales tax on remote sales

Compliance

- ❑ Self-help options to enhance customer services
- ❑ Enforcement presence to ensure compliance.

Central Collections

- ❑ Goal is to be the collector of choice for all state government.
- ❑ Currently represent agencies holding the majority of debt owed to state government.
- ❑ Added two major new clients in the past fourteen months:
 - Child Support Recovery began referring cases for collection in November 2001.
 - College Aid began referring cases for collection in 2002

Statewide Accounting

- ❑ Proposed to become part of the new Department of Administrative Services on July 1, 2003.
- ❑ Partnering with other state agencies to implement Integrated Information for Iowa (I/3) project that will UPGRADE the state's core administrative Systems and business processes through the use of state of the art technology.

Tax Research and Analysis

- ❑ Enhance support for the Revenue Estimating Conference.
- ❑ Reengineer and streamline quarterly and annual statistical reports and fiscal impact estimation functions.
- ❑ Review state tax structure and develop comparison to surrounding states.
- ❑ Analysis of federal tax issues and impact on Iowa.

Property Tax

- Property Tax Reform

GOVERNOR
Thomas J. Vilsack
LT. GOVERNOR
Sally J. Pederson

**State Board
of Tax Review**

DIRECTOR
Vacant

IOWA LOTTERY
COMMISSIONER
Edward Stanek

- Operations
- Security
- Marketing & Communications
- Finance
- Sales

Director's Office

- Property Tax
- Internal Audit
- Tax Research & Program Analysis

**Technology &
Information Division**
Rich Jacobs
ADMINISTRATOR

- Application Design & Development
- Technology Initiatives & Support
- Forms Management

**Internal Services
Division**
Cindy Morton
ADMINISTRATOR

- Department Financial
- Program Evaluation
- Employee Resources
- Operations

**Compliance
Division**
Don Cooper
ADMINISTRATOR

- Tax Policy
- Taxpayer Service
- Audit & Examination
- Audit Services

**Revenue Operations
Division**
Mike Flaherty
ADMINISTRATOR

- Processing
- Customer Accounts
- Collections

**State Accounting
Division**
Steve Lindner
ACTING ADMINISTRATOR

- Daily Processing / Accounting
- Centralized Payroll
- GAAP Reporting
- I-3